



## Job Description

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<b>TITLE:</b> Youth Housing Navigator <b>Grant-Funded</b>	<b>JOB CODE:</b> 3891
<b>DEPARTMENT:</b> Juvenile Services	<b>FLSA:</b> Non-Exempt
<b>PREPARED:</b> August 21, 2019	<b>WORK LOCATION:</b> Farmington, NM
	<b>UPDATED:</b> August 31, 2020

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**Summary:** This is a grant-funded position working with homeless youths transitioning out of foster care through the Youth Homelessness Demonstration Program (YHDP) grant, including collaborating with area agencies and HUD developing strategies and innovative modules to end youth homelessness. Under general supervision of the Juvenile Services Administrator or designee, the Housing Navigator provides outreach, assessment, intervention, and referral and placement services to support homeless and street-oriented youth active in the San Juan County area to achieve more stable living situations and connections with treatment resources. This position builds and maintains positive relationships with local landlords and property managers in San Juan County. This position requires a high degree of flexibility in responding to emergent needs of young people in crisis as well as good organizational and documentation skills. The Youth Housing Navigator will be expected to travel throughout San Juan County to meet young people where they are. The Youth Housing Navigator must have great communication skills combined with initiative, enthusiasm, and energetic personality to ensure the juvenile's needs and treatment goals are positively met.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Participate as a case manager in a collaborative (multi-agency) outreach program to provide services to homeless street youth.
- Provide assessment, case management, and referral services to homeless youth ages 18-24, seeking shelter, transitional or short/long term housing.
- Provide advocacy, referrals, and referral follow-up for issues such as drug/alcohol, mental health, education, positive activities, employment, and budgeting. Advocacy is also provided for working with other systems, i.e. CYFD, CPS, court, etc.
- Maintain liaison with other social and health service organizations in order to develop new resources and to coordinate activities of the program with other service providers. Prepares and delivers information and training on programs via discussions, activities, and presentations.
- Maintain a caseload of eleven (11) youth. Maintain detailed participant records, goal oriented service plans, and prepare requirement monthly reports regarding services provided.
- Attend mandatory program trainings, and agency meetings.
- Seek out connections and cultivate partnerships with landlords, property managers, and community partners interested in supporting program participant secure safe, affordable housing in San Juan County.
- Review housing forms and proposed leases to ensure that they are fair and within guidelines; negotiates changes as necessary; works with Housing Authority.
- Maintain on-going relationships with landlords and other housing providers, including acting as a liaison between landlord and client, as needed.
- Negotiate leases on behalf of clients in collaboration with case managers, and clients.
- Develop a Youth Advocacy Board (YAB), coordinate and attend all YAB meetings on a monthly basis.
- Be willing to learn and share information. Demonstrate good interpersonal communication skills.
- Be an instrumental team member in supporting young people, by communicating effectively with all program staff, program participants, personnel from other agencies and visitors.
- Help plan for, direct and/or provide support for clients navigating to permanent housing.

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### Youth Housing Navigator

- Instruct and assist young people in self-care skills/tasks, designed to support their independence and movement towards permanent housing.
- Performs other related duties as assigned.

### **Required Knowledge and Skills:**

- Knowledge of the principles and practices related to juvenile and social services programs.
- Knowledge of laws and regulations related to juvenile and social programs.
- Knowledge of HUD standards, housing program rules and regulations, and housing quality standards.
- Knowledge of contract and leasing provisions and requirements.
- Knowledge of budgets, grant requirements, and financial reporting.
- Knowledge of basic office procedures, including typing letters, forms, invoices, memos, requisitions, and reports.
- Knowledge of customer service principles, practices, and techniques.
- Knowledge of safety and security policies and procedures.
- Knowledge of County policies and procedures.
- Skill in collecting and researching information gathered through interviews and documentation.
- Skill in solving problems in a timely manner.
- Skill in communicating effectively, both orally and in writing, and in maintaining confidentiality.
- Skill in working independently or as a team member.
- Skill in planning, organizing, and implementing work, plans and programs; researching, compiling, and preparing reports to meet deadlines and established objectives.
- Skill in establishing and maintaining effective working relationships with County staff and the public.
- Skill in the use of a personal computer and standard business software.
- Must possess understanding of a variety of lifestyles, behaviors, and cultural and spiritual practices.
- Must have strong personal boundaries.
- Ability to include best practice and life experiences in social services programs and family system approaches.
- Ability to work various days and hours including evenings, weekends and holidays.

### **Education and Experience:**

- AA Degree in human services or related field and two (2) years of relevant work experience within juvenile justice system; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Experience working with at-risk youth is preferred.
- Must be able to pass a full-scale background check and CYFD criminal history check.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

### **Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in an office environment, outdoors in various weather conditions, off site in the community, and at collaborating community agencies; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports; potential risk from offender/criminal actions.

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- Full-time work hours for this position consist of nights, weekend, and overtime as a requirement for the operations of this facility.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County’s electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

**Equipment and Tools Utilized:**

- Equipment utilized includes computerized and conventional office equipment.

**Approvals:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head:** \_\_\_\_\_ **Date:** \_\_\_\_\_